



STATE OF CALIFORNIA ♦ OFFICE OF THE PATIENT ADVOCATE





NAVIGATING THE NEW VISION OF HEALTH CARE

**independent State Office was
created to educate and**

**help HMO Enrollees understand
and Navigate the**

**complicated HMO HealthCare
System.**

**They faced new challenge and
new adventures**

**They allied themselves with the
best of the best to help others**

The Office of the Patient Advocate's VISION

...to empower consumers with the information and resources so that they can act as their own advocates whenever they need health care services.

In 2006 OPA saw new
faces

a new director

SANDRA PEREZ




**HMO
ENROLEE Outreach
REGIONAL
Education INFORMATION
Centers**

H.E.R.O.I.C.

**HEROICS continue to help
OPA deliver the message
throughout California...to the
people of California**



The logo features a stylized yellow envelope with a brown triangular flap pointing downwards. The text "Southern California" and "HEROICS" is centered on the envelope in a bold, blue, sans-serif font.

Southern California

HEROICS

- **Center for Health Care Rights - Los Angeles**
- **Consumer Center for Health Education- San Diego**
- **Disability Rights Legal Center- Los Angeles and Inland Empire Counties**
- **Greater Bakersfield Legal Assistance- Kern County**
- **Inland Behavioral and Health Services – San Bernardino**

The logo features a stylized yellow envelope shape with a brown triangular flap pointing downwards. The text "Northern California" and "HEROICS" is centered on the envelope in blue.

Northern California HEROICS

- **Bay Area Legal Aid - San Francisco**
- **Central Coast Centers for Independent Living and the Central Coast**
- **Disability Resources Agency for Independent Living - Modesto**
 - **Fresno Health Consumer Center - Fresno**
 - **Health Rights Hotline - Sacramento**
 - **Independent Living Resource Center - San I**

New

HEROIC

Partners

IN 2006 THERE WERE 4 NEW STATEWIDE HEROICS

Four unique Statewide organizations, experts in their field, helping OPA and the Local HEROICS understand and better serve four different populations of LIMO

California Foundation for Independent Living Centers



Focusing on People with Disabilities

California Pan Ethnic Health Network



Focusing on Limited Language
Access

Mental Health Association in California



Focusing on the challenges of Mental Health Issues

LUMETRA



Focusing on Seniors

OPA Outreach



All in All



We are on our way to serving
over 100,000 HMO consumers this

THE GOVERNOR'S HEALTH CARE REFORM

Quality in Transparency

Universal Coverage

Consumer

Value Driven Patient Care

THE CALIFORNIA HMO REPORT CARD

- *Web-based, comparative and interactive*
 - *10 of California's largest HMOs – over 90% of all commercial enrollees*
- *Medical Group Patient Satisfaction Ratings*

2006

Healthcare Quality Report Card

Rating California's HMOs and Medical Groups



California HMOs' Ratings

★★★★ Excellent
★★★ Good
★★ Fair
★ Poor

Providing
Quality Care:
How HMOs scored
on meeting national
standards of care

Members Rate
HMO:
How HMOs scored
on member survey
of care and service

Aetna Health of California Inc.	★★	★
Blue Cross HMO - CaliforniaCare	★★	★★
Blue Shield of California HMO	★★	★★
CIGNA HMO	★★	★
Health Net of California, Inc.	★★★★	★★
Kaiser Permanente Northern California	★★★★	★★★★
Kaiser Permanente Southern California	★★★★	★★★★
PacifiCare of California	★★★★	★★
Western Health Advantage	★★	★★★★

Are you and your family getting the care you deserve?

www.HMOreportcard.ca.gov

OPA REPORT CARD

is also made available in different
languages

Spani
sh

Chine
se



Korean

...and

Vietnamese

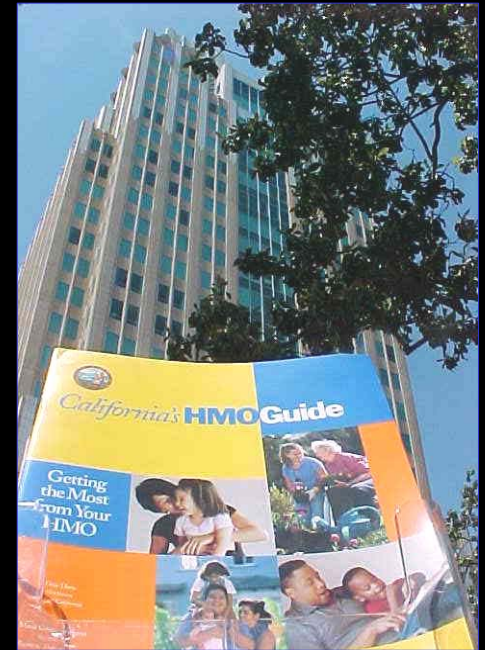
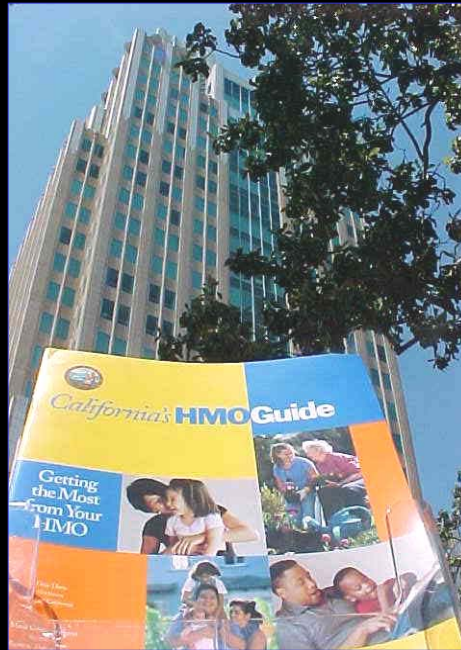
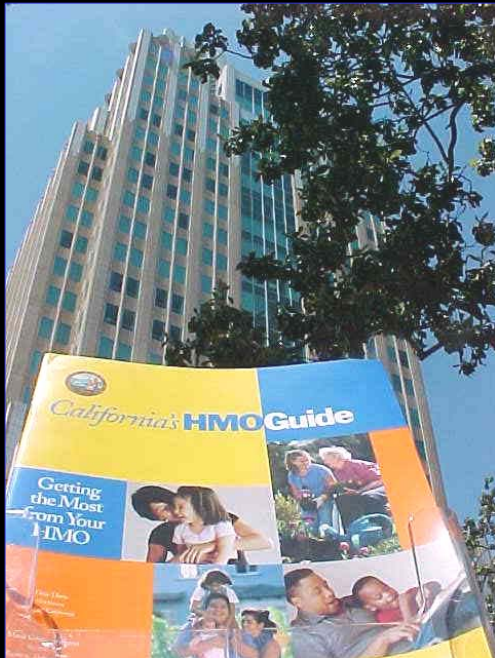
What HMO Members have to say about California's HMO Guide:

**“This gives you a
license to say, I
am in charge of
my health...”**

**“I don't feel lost anymore. In
the past I felt intimidated, but
now have learned to ask
questions.”**

**“I was amazed at how
much information is in
here that you can utilize
right now.”**

CALIFORNIA'S HMO GUIDE



HMO GUIDE

HMO GUIDE



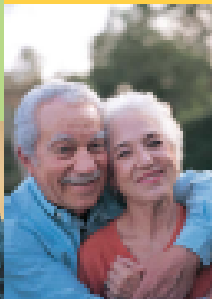
California's HMO Guide for Seniors

HMO Guide for Seniors



California's HMO Guide for Seniors

Getting the Most from Your HMO



All Medicare age
residents of
the State of California

Have Rights to Health
Insurance
Under the Medicare
Program

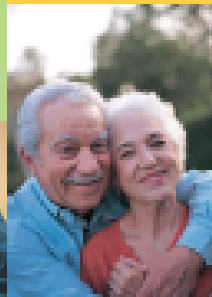
Eligible for
Medicare
Part D



The State of California
Office of the Director of Health Services

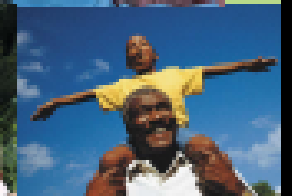
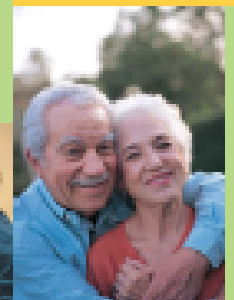
Under the Medicare
Program

Eligible for
Medicare
Part D



The State of California
Office of the Director of Health Services

Getting the Most from Your HMO



The State of California
Office of the Director of Health Services

The HMO Guide for Senior Guide

- Now with a New Medicare Part D Chapter & More



WORKING TOGETHER



American Heart Walk with DMHC at the State Capitol



THANK YOU

**Welcome to
the 2007
Office of the Patient
Advocate Symposium**

STATE OF CALIFORNIA ♦ OFFICE OF THE PATIENT ADVOCATE

